

LICENSE COMMISSION ● HACKNEY CARRIAGE DIVISION 831 MASSACHUSETTS AVENUE, CAMBRIDGE, MA 02139 ● (617) 349-6140 www.cambridgema.gov/license/hackney.aspx ● hackney@cambridgema.gov

MEMORANDUM

City of Cambridge

To: Cambridge Taxicab Medallion Owners

From: Elizabeth Y. Lint, Executive Officer

Date: October 19, 2011

RE: Cambridge Taxicab Rules and Regulation Reminders

The License Commission has received several inquiries and complaints over the past few weeks concerning the use and disclosure of credit cards in Cambridge taxicabs. As such, enclosed please find a handout to be distributed to all persons who operate Cambridge taxicabs regarding important credit card regulations. Any questions regarding the use or disclosure of credit cards can be directed to Corey R. Pilz, Consumer Information Specialist at 617.349.6150 or cpilz@cambridgema.gov.

In addition, we would like to take this opportunity to remind all medallion owners of the following:

- Accepted payment methods (cash, debit/credit card, check) must be clearly and
 conspicuously disclosed to a potential passenger, preferably by posting a sign. Please
 note: this includes disclosing whether the taxicab only accepts cash as its preferred
 payment method.
- No surcharge or additional charges may be assessed if a passenger opts to use a debit or credit card.
- A \$10.00 minimum may be established for debit/credit card transactions only if such a minimum is **clearly and conspicuously** disclosed to a potential passenger, preferably by posting a sign.
- Please advise drivers to not block bikes lanes while picking-up or dropping-off passengers.
- Taxicab drivers are expected to be courteous to the general public, passengers, License Commission staff and members of the Cambridge Police Department at all times.

The Hackney Carriage Division will be actively enforcing all regulations, and the willful disregard of such regulations will not be tolerated. Therefore, we respectfully request you ensure all persons who operate vehicles under your medallion are knowledgeable of the Commission's rules and regulations.

As always, please contact the License Commission with any questions or concerns. Additional information is also available on the Hackney Carriage website: http://www.cambridgema.gov/license/Hackney.aspx
Thank you for your anticipated cooperation.